

**IN THE SPECIFICATION:**

At page 1 of the Specification, before line 2, please insert the following new paragraph:

**-- RELATED APPLICATIONS**

This United States Patent Application is a Continuation Application of United States Patent Application Serial No. 09/652,445 filed August 31, 2000. --

Please replace the paragraph of specification at page 2 lines 4 - 23 with the following replacement paragraph:

-- Other prior art call management, routing, and distribution techniques are disclosed in Andrews et al., U.S. Patent No. 5,878,130 issued March 2, 1999 [[5,873,130]] , which is assigned to the Assignee of the subject application. This patent discloses a communications system and method for automatically making telephone routing decisions with global authority based upon information gathered in real time from the entire communications system and global optimization criteria. The entirety of the disclosure of the Andrews et al. patent is incorporated herein by reference. --

Please replace the paragraph of specification at page 18 lines 8 - 17 with the following replacement paragraph:

-- It should be noted that the functional components of the system 10 may vary depending upon particular functional and operational requirements. For example, the existing components of system 10 may be modified to incorporate the functionality of, or the system 10 may be modified to include, fault-tolerance-related functional components (e.g., a redundant central controller), components related to processing of Internet calls, and/or call-queuing-related components described in the aforesaid Andrews et al. patent (i.e., U.S. Patent No. 5,878,130 issued March 2, 1999 [[5,873,130]] ). Accordingly, it should be appreciated that the present invention may be practiced in systems other than system 10 (e.g., in systems having different and/or additional functional components like those described in the aforesaid Andrews et al. patent, and other communications systems).

Please replace the paragraph of specification at page 23 lines 3 - 12 with the following replacement paragraph:

-- Further details of the construction and operation of system 10 (and particularly, of the non-ACD agent system 24) are disclosed in co-pending U.S. Patent Appln. No. 09/652,345 filed August 31, 2000 [[[Serial No. yet to be assigned, Atty. Docket No. 112025-426)]]] entitled "Call Management Implemented Using Call Routing Engine," and co-pending U.S. Patent Appln. No. 9/652,335 filed August 31, 2000 [[[Serial No. yet to be assigned, Atty. Docket No. 112025-427)]]] entitled, "Associating Call Appearance With Data Associated With Call." Each of said co-pending applications is being filed concurrently with the subject application and is assigned to the Assignee of the subject application. Each of said co-pending applications is also hereby incorporated by reference, in its entirety, into the subject application. --